

## Appendix 1

### Defining LGSS – Design Principles

<b>Workstreams</b>	<b>Level 1 Design Principles</b>
<b>Processes</b>	<ol style="list-style-type: none"><li>1. Services will be designed with the customer in mind, but based on self help</li><li>2. Provide a high-performing service measured against industry best practice</li><li>3. Common policies and processes will be adopted providing value for money</li><li>4. Hand-offs/interfaces to retained client organisations will be optimised</li></ol>
<b>Organisation (LGSS &amp; customer authorities)</b>	<ol style="list-style-type: none"><li>5. Designed by local government for local government</li><li>6. Customer focused organisation and culture</li><li>7. Organisational capability will be established to target and take on new customers</li><li>8. High performing teams – employer of choice</li></ol>
<b>Information</b>	<ol style="list-style-type: none"><li>9. Performance driven enabling continuous service improvement</li><li>10. Comprehensive and standard reporting framework will be available</li><li>11. Quality assured data management policy and process</li></ol>
<b>Technology &amp; Infrastructure</b>	<ol style="list-style-type: none"><li>12. High quality accessible platform based on proven software and technology</li><li>13. Progressive multi-site infrastructure to support customers</li><li>14. Value added services will be developed and offered to customers</li></ol>
<b>Location</b>	<ol style="list-style-type: none"><li>15. LGSS will be responsible for location strategy</li><li>16. Some services require face-to-face contact and will be located on client sites</li><li>17. Some expert services will need to be peripatetic</li></ol>

